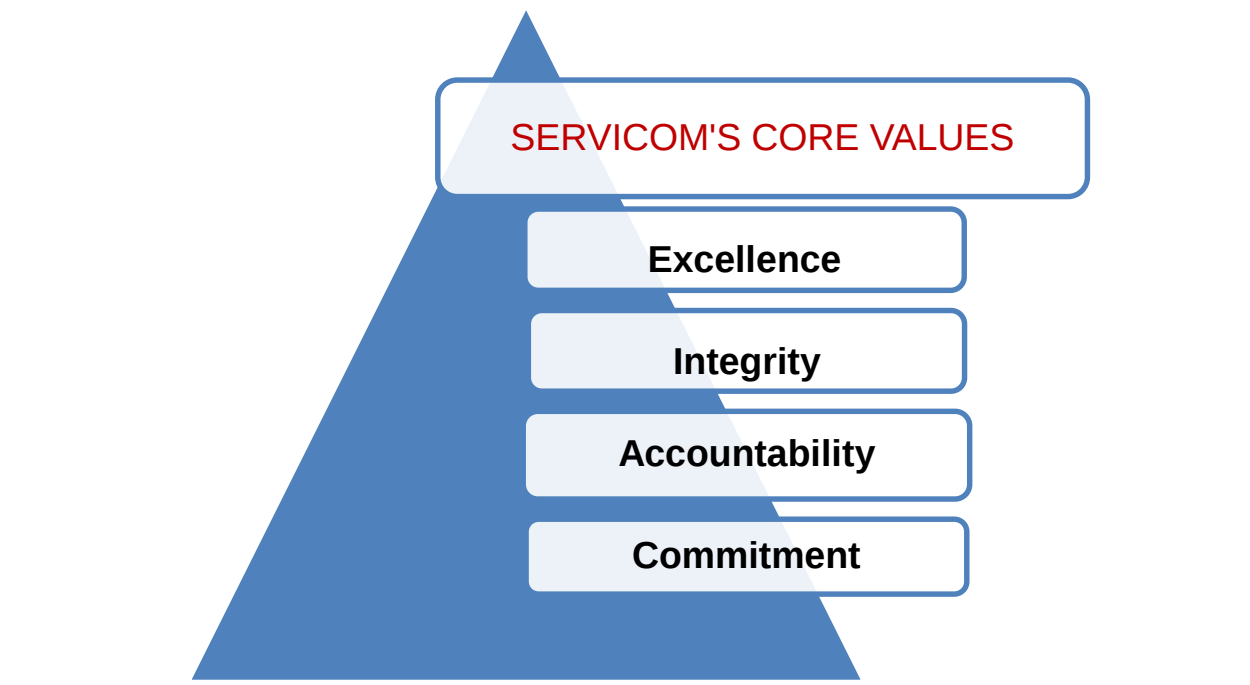




SERVICOM OFFICE
Ensuring Citizens-focused service delivery

Annual Report
(FOR THE YEAR ENDED
DECEMBER 31, 2023

**Federal Secretariat Complex
Phase III First Floor
P.M.B. 622, Garki, Abuja-Nigeria
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SERVICOM GUIDING PRINCIPLES



SERVICOM.... ensuring citizens focused service delivery



**HIS EXCELLENCY, BOLA AHMED TINUBU GCFR
PRESIDENT AND COMMANDER-IN- CHIEF OF THE ARMED FORCES, FEDERAL
REPUBLIC OF NIGERIA**

SERVICOM.... ensuring citizens focused service delivery



His Excellency, Dr. George Akume fnim,CON
Secretary to the Government of the Federation

SERVICOM.... ensuring citizens focused service delivery



Nnenna Akajemeli(Mrs.)
National Coordinator/Chief Executive Officer, SERVICOM

SERVICOM.... ensuring citizens focused service delivery

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MANAGEMENT TEAM

Mrs Nnenna Akajemeli	National Coordinator/CEO
Mr. Oshin Anthony	Deputy Director/Head of Account
Mrs. Helen Lawal	Deputy Director/Head of Admin
Mrs. Ngozi Akinbodewa	Deputy Director/Head of Operations
Mrs. Henrietta Okokon	Assistant Director/Public Awareness Manager/Head of Documentation
Mr. Nurudeen Shittu Oloyede	Team Leader A
Ben Onche Olofu	Team Leader B
Mrs.Kikelomo Aina	Team Leader C
Mrs. Lucy Zach-Ukoh	Team Leader D

NATIONAL COORDINATOR'S REMARKS

It gives me great pleasure to present the SERVICOM Office Annual Report for the year ended 31st December, 2023. The report contains highlights of key Programmes, activities and achievements in line with the SERVICOM mandate, as well as developments in the Ministries, Departments and Agencies of the Federal Government of Nigeria.

We have recorded huge milestones in line with our vision 'to be the foremost change agent for service excellence' and it is in tandem with SERVICOM core guiding Principles, which are built on the slogan of affirmation, conviction, consideration and dedication to delivering services to Nigerian citizens in a timely, fairly, honestly, effectively and transparent manner

The overriding aim that guides our relationship with all Ministries, Departments and Agencies as service providers is to get everybody to do what they are employed to do in timely, transparent and efficient manner. We simply seek to challenge service providers to

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recognize this fact. We encourage them to see the values inherent in the Golden Rule in all its ramifications: moral, bureaucratic, and economic.

We are pleased to note from our experience that we have been able to persuade many citizens / stakeholders to see and uphold the tenets of this point of view.

Despite the inherent challenges in public service and paucity of funds, SERVICOM worked to sustain improved service delivery and ensure complaints handling mechanism is functional in Ministries Departments and Agencies (MDAs). This is in line with its strategic work-plan. The activities and accomplishments of the SERVICOM Office, Presidency in year 2023 were as follows:

i. Public Awareness Initiatives

The understanding of stakeholders and success of our operations depend on the effectiveness of the public awareness strategy. Some of the strategies employed in year 2023 to enhance public understanding of SERVICOM concept were: radio talk show in Human Right Radio and the Nigeria Police Radio involving officials of various MDAs who discussed on their performances in line with the service charter provisions, a One – day SERVICOM Stakeholders Forum for Directors of Reforms , Nodal Officers, Public Relations Officers and CSO's to brainstorm on ways and means of enhancing SERVICOM's activities and Programs to the Nigerian citizens, we also held press conferences/briefings; monitoring and engagement through social media; and several in-house publications, media features, CSO/ NGOs are carried along in our major engagements/ outings for effective media reportage and reach.

ii. Operations Unit Achievements

SERVICOM had in the last one year recorded notable achievements in the quarterly breakfast meetings where we engage and network with MDAs on notable evaluation of MDA's Service Charters, Evaluation of selected service window amongst others. brainstorm and share ideas on best practices that would promote service excellence and exceed citizens' expectations in 2023.

There is ample evidence that with careful formulation and adoption of appropriate strategies, the Management and staff are committed to ensuring that the SERVICOM fulfils its core mandate. The SERVICOM Office remains committed to ensuring citizen-focused service delivery particularly in the area of engendering public confidence.

The SERVICOM Office will continue to partner and collaborate with relevant local and international agencies in the promotion of efficient and effective service delivery in all the MDAs under our purview.

iii. International Exchange Program

SERVICOM Office in collaboration with International Quality Registrars and Ascellon, a consulting firm organised an international exchange program held in Nairobi Kenya. The program was in two batches (1st batch December 2023 and 2nd batch December, 2023 with the aim of enhancing effective experience-sharing and capacity building with both local and international partners. This is also to show case best practice and current trend on customer service / delivery to stake holders.

iv. Complaints Resulting from Service Failure Resolution

Consistent with its effort in helping MDAs address challenges associated with service failures, SERVICOM Office has sustained its complaints management system put in place in MDAs, this system over the years published a summarized complaints report on a Quarterly basis. In furtherance to the above, the Office has developed various channels for service takers to file their complaints. These include; Consumer Web Portal, www.servicom.gov.ng various Social Media handles (twitter: @ServicomOffice, Facebook: Servicomng, Instagram: Servicom_Officialpage) in addition to written complaints. In 2022, the Office received a total of 235 complaints from various MDAs customers

v. Quarterly Breakfast Meeting with Nodal Officers.

SERVICOM came up with a new thinking and new ways of doing things that are result-oriented. We strategized on having quarterly breakfast meetings with 97 MDAs that are on our protocol list to fine –tune ways and means of entrenching the culture of service excellence in their various MDAs. This breakfast meeting accorded SERVICOM the avenue to glean into the various service windows of MDAs as a check on how services are rendered and proffer solutions where there are gaps or grey areas to improve on.

vi. Future Outlook

As in previous years, SERVICOM will continue to be an active institutional safety net participant in the country by ensuring effective discharge of its mandate. It would therefore strengthen all aspects of its core functions, adopt the least cost- effective method of complaints resolution and ensure timely delivery of government services to the citizenry.

vii Conclusion

. Let me at this juncture thank the Office of the Secretary to the Government of the Federation, especially the Secretary to the Government of the Federation, Senator George Akume , for the support rendered in the course of discharging our mandate during the year. I also wish to appreciate and commend the staff of the SERVICOM for their dedication, loyalty and commitment to the office. The understanding and cooperation of our stakeholders is also acknowledged. Indeed, without the support of all, the modest achievements recorded during the year under review would not have been possible. Given the same support and cooperation in 2023, I believe the achievements of 2024 would be surpassed as we remain focused in the effective discharge of our mandate.

Thank you.

Nnenna Akajemeli (Mrs.)
National Coordinator/CEO SERVICOM

1.0 EXECUTIVE SUMMARY

The Renewed Hope Agenda of the present administration is anchored on the creation of enabling environments for businesses to thrive and for Nigerians to realize their God-given potentials and this translates to improving service delivery and easier processes for citizens who take services from government offices.

Good governance, and the legitimacy of government, depends upon the quality of service delivery, in particular, the essential services needed to improve people's lives.

This report provides a framework on how SERVICOM delivered key aspects of the Government's vision and public service reform agenda: re-orienting the public service to discharge its role as servants of the people; building leadership and technical capacity of Ministries, Departments and Agencies (MDAs) to deliver meaningful and sustained improvements in services; increasing the public's ability to engage with service providers to demand better services and greater accountability and to measure the quality of services provided by the MDAs with a view to improve on their services to the citizenry.

SERVICOM does this through a network of Ministerial SERVICOM Units (MSUs) established in all MDAs to refocus every institution in the public service towards better service delivery. SERVICOM supports these MSUs to establish Service Charters and complaints systems at service front-lines, and develop Service Improvement Plans after they have been evaluated. SERVICOM also improves Nigerian public services by building the capacity of public servants through the SERVICOM Institute and supporting MDAs to implement pilot projects to demonstrate how services can be improved in practice. SERVICOM also works to raise awareness of the public's right to demand quality services and challenge service failure.

This report provides an overview of the activities and major outcomes of SERVICOM in the year 2023. It is structured in parts comprising the activities of the various units, summaries of SERVICOM Compliance Evaluation, Service Charter Evaluation and MSU Evaluation Reports of Ministries, Departments and Agencies (MDAs) and reports of various units: Administration, Accounts, Public Awareness, Documentation & Information Management

and SERVICOM Institute. These units report to the National Coordinator/Chief Executive Officer.

Despite the inherent challenges such as paucity of funds in public service and shortage of staff in the SERVICOM Office, the Office worked to sustain improved service delivery and ensure feedbacks and complaints handling mechanism is functional in all Ministries Departments and Agencies (MDAs). This is in line with its strategic plan. The activities and accomplishments of the SERVICOM Office, Presidency in 2023 were as follows:

i. Operations Unit

Activities of the Operations Unit include: assisting MDAs through regular MSU/MSC Networking meetings, Supervision of Resource Centre interactions, conducting MSU and MDA Charter Evaluation as well as SERVICOM Compliance Evaluation and presenting reports of same to management of evaluated MDAs. By December 2023, the Operations Unit had undertaken Compliance Evaluation of two parastatals under the Federal Ministry of Trade and Investment- which are, Corporate Affairs Commission (CAC) and Industrial Training Fund (ITF). The selected service windows in these MDAs include: fifteen (15) Industrial Training Fund Area Offices and sixteen (16) Corporate Affairs Commission's State Offices.

Future Plan

- SERVICOM Compliance Evaluation:
- MSU Evaluation: All MDAs
- Advocacy Visits to Ministers/Chief Executives of MDAs:
- MSC Networking Meetings:

I. Administration Unit

The Administration Unit ensures smooth running of the office. During the year under review, the Unit:

- Facilitated Management, Operations and Nodal Officers' meetings
- Supervised maintenance of security, drivers and use of vehicles
- Monitored movement of files and documents
- Investigated and prosecuted disciplinary cases
- Facilitated the Recruitment of ad-hoc staff to fill vacancies

II. Public Awareness Unit

The Public Awareness unit was set up to coordinate the task of creating awareness of SERVICOM Office as well as raise citizens' awareness on the significance of service delivery in their lives and stimulate them to challenge service failure and demand for quality service as their constitutional right. In the year under review, The Public Awareness unit

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achieved the following: continuation of the SERVICOM Help Desk Radio Programme which was transmitted every Tuesday on the Human Rights Radio Abuja FM 101.1 during a popular Reality Radio and TV Talk Magazine Programme “Breketé Family” from 7:30am - 9:00am. The programme which is also on-line is viewed from any part of the world at any time, with Nigerians in Diaspora making their contributions to the success and impact of the programme. The Unit also initiated and ran another programme, the SERVICOM Citizens Connect on National Police Radio, 99.1 FM every Wednesday at 10:00am. In line with its future outlook towards 2023, the Office established a dedicated Forum of Public Relations Officers.

Future Plan

- Road shows and production of Magazine
- Online publication of SERVICOM’s activities on infographic format

III. Documentation and Information Management Unit (DIMU)

The Documentation and Information Management Unit was established to ensure the comprehensive storage and retrieval of all research, reports and findings relating to the work of SERVICOM Office and promote the wider sharing and use of information to enhance the effectiveness of SERVICOM ‘s work, including Public Awareness and SERVICOM Institute

Future Plan

- Developing electronic and manual filing systems to catalogue all documents relevant to SERVICOM’s work in a logical and appropriate manner

V. Accounts Unit

The Accounts Department is a service department to the SERVICOM Office. It facilitates the actualization of the programmes and activities of the SERVICOM Office for implementation by the key departments and units. The Department receives and pays as well as renders return as appropriate.

Future Plans

- Receipt and payment on routine basis of approved items of revenue and expenditure.
- Maintain record of receipts and payments of SERVICOM finances.
- Render returns on finances to Management and other appropriate authorities,

- The department will facilitate the preparation and defending the SERVICOM Office annual budget and followed up the funding of its activities and programmes.

VI. The SERVICOM Institute

The Institute is the training arm of the SERVICOM Office. It provides training on key elements of customer-focused service delivery for all categories of public servants. The Institute commenced operation in January 2007 with a Consultancy Skills course for SERVICOM Officers.

Future Plan

- Plans various training programmes for different cadre of public servants including customized workshops to meet specific service improvement needs of MDAs.
- Providing continuous training for civil staff
- Mainstreaming training on service delivery principles into curriculum of government training institutions
- Establishing the Institute as the leading provider of training and research on service delivery in Nigeria;
- Continuing to meeting the training needs of SERVICOM Office

2.0. Introduction

SERVICOM is a social contract between the Federal Government of Nigeria and the citizenry. SERVICOM gives Nigerians the right to demand quality service. Details of these rights are contained in Service Charter, which are now available in all government Ministries, Departments and Agencies (MDAs) where services are provided to the public. SERVICOM operates through a network of Ministerial SERVICOM Units (MSUs) established in all MDAs to refocus every institution in the public service towards better service delivery.

The singular objective of SERVICOM is to meet the challenge of nationwide service failure as depicted in a diagnostic survey, *Delivering Service in Nigeria: A Roadmap*. Findings of the survey fully discussed at a Retreat in 2004, especially its conclusions; that Government services were not serving the people and Services were inaccessible, poor in quality and indifferent to citizen needs.

The SERVICOM Office was thereafter set up under the Presidency on 21st March, 2004 to serve as the engine of the Federal Government's Service Delivery Initiative.

The focus of the Federal Government on effective and efficient use of public resources, proper financial management, accountability and fiscal prudence is closely related to the SERVICOM principles which are hinged on the re-orientation of public servants to be committed, responsible and accountable while serving the public.

Public service is the only contact that most citizens have with Government. SERVICOM therefore focuses on improving the quality of that contact by working with MDAs to ensure effective service delivery. By this approach, the critical policy thrust of governance to maximize the benefits the citizenry derive from governance will be realized, the lives of the people will be truly touched and the critical choice they made in voting this Government will be justified.

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As in previous years, SERVICOM Office will continue to be an active institutional Safety Net Agency in the country by ensuring the effective discharge of its mandate. It would therefore strengthen all aspects of its service delivery functions, adopt the least cost- effective method of service failure resolution and ensure timely delivery of services in all Ministries, Departments and Agencies (MDA). To sharpen its monitoring and evaluation activities

3.0. Activities and Achievements of SERVICOM Office in 2023

3.1. Operations Unit

The SERVICOM Operations Unit is the core Unit of the SERVICOM Office. It is the Unit responsible for the facilitation of improved service delivery in the MDAs through Resource Centre Interaction (CRI), sensitization, monitoring and evaluations. The Unit consists of four (4) Teams (Teams A – D) and each Team is headed by a Team Lead.

This report highlights the activities, challenges and recommendations of the Operations Unit during the year under review. Based on proposed work plan for 2023 activities the unit made remarkable improvement in the following areas.

- i. SERVICOM Compliance Evaluation of MDAs
- ii. Ministerial/Parastatal SERVICOM Evaluation
- iii. Complaints handling
- iv. Presentation of SERVICOM Compliance Evaluation reports
- v. Ministerial SERVICOM Committees meetings
- vi. Evaluation of MDAs Service Charter
- vii. Quarterly Breakfast Meetings
- viii. Inaugurations of MSUs
- ix. Induction of new Nodal Officers
- x. Supervision of Resource Centre interactions
- xi. Courtesy/Advocacy visits to Ministers/CEOs
- xii. Facilitated Sensitization Workshops for MDAs
- xiii. Service Improvement Planning workshop for evaluated MDAs

A. SERVICOM Compliance Evaluation (SCE) Corporate Affairs Commission

Evaluation of the services of the Corporate Affairs Commission was carried out to identify areas that its services need improvement; especially, timely approval of requests of company name. Sixteen (16) Corporate Affairs Commission State Offices were selected for assessment of their compliance with the SERVICOM index. Evidence was gathered at the service windows evaluated through customer interviews, discussions with management, staff, partners, review of key documents, desk research and general observations. The Area Offices visited are shown in the table below:

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Table 1.0 Evaluated Corporate Affairs Commission (CAC) State Offices

S/N	Service Window
1.	CAC, Oyo State Office
2.	CAC, Rivers State Office
3.	CAC, Ogun State Office
4.	CAC, Sokoto State Office
5.	CAC, Osun State Office
6.	CAC, Bayelsa State Office
7.	CAC, Bauchi State Office
8.	CAC, Benue State Office
9.	CAC, Ondo State Office
10.	CAC, Ekiti State Office
11.	CAC, Jigawa State Office
12.	CAC, Gombe State Office
13.	CAC, Lagos State Office
14.	CAC, Enugu State Office
15.	CAC, Kebbi State Office
16.	CAC, Nasarawa State Office

The SERVICOM Compliance Evaluation exercise was conducted to identify areas that its services need improvement, especially in areas of payment of SIWES stipends to students and general trainings. Twelve Area Offices were evaluated and represented on the table below:

(Table 1.1) EVALUATED INDUSTRIAL TRAINING FUND (ITF)

	SERVICE WINDOWS
1.	Abuja Area Office
2.	Lagos Area Office
3.	Bauchi Area Office
4.	Port Harcourt Area Office
5.	Awka Area Office
6.	Jos Area Office
7.	Calabar Area Office
8.	Benin Area Office
9.	Enugu Area Office

10.	Uyo Area Office
11.	Sokoto Area Office
12.	Kano Area Office

**(Table 1.2) RATING OF SERVICOM SCE EVALUATION SCORES RATING
INPERCENTAGE, RANKING AND DISTRIBUTION**

% Score	Ranking	Description
90 – 100	5 Star Services	Praiseworthy ***** (Has excelled at all aspects & criteria of Service Delivery)
70 – 89	4 Star Services	Commendable **** (Has all aspects & criteria of Service Delivery covered)
60 – 69	3 Star Services	Acceptable *** (Has most aspects & criteria of Service Delivery covered but more could be done)
40 – 59	2 Star Services	Fair ** (Some important aspects & criteria of Service Delivery are not covered and there is a lot more to be done to satisfy these requirements)
21 – 39	1 Star Services	Poor * (Very little has been done to satisfy the aspects & requirement of Service Delivery)
0 – 20	0 Star Services	Shameful (Nothing has been done to satisfy the aspects & requirements of Service Delivery)

Table 1.3 Average analysis of all evaluated windows by Drivers of Service Delivery by Scores

S/N	DRIVERS	AVERAGE SCORE
1	Service Delivery	1.6
2	Timeliness	1.8
3	Information	1.5
4	Professionalism	1.6
5	Staff attitude	1.5

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The National Coordinator, SERVICOM and NITDA Nodal Officer during the Quarterly Breakfast meeting

3.1.2. Complaints Handling on Service Failure Experienced in MDA's

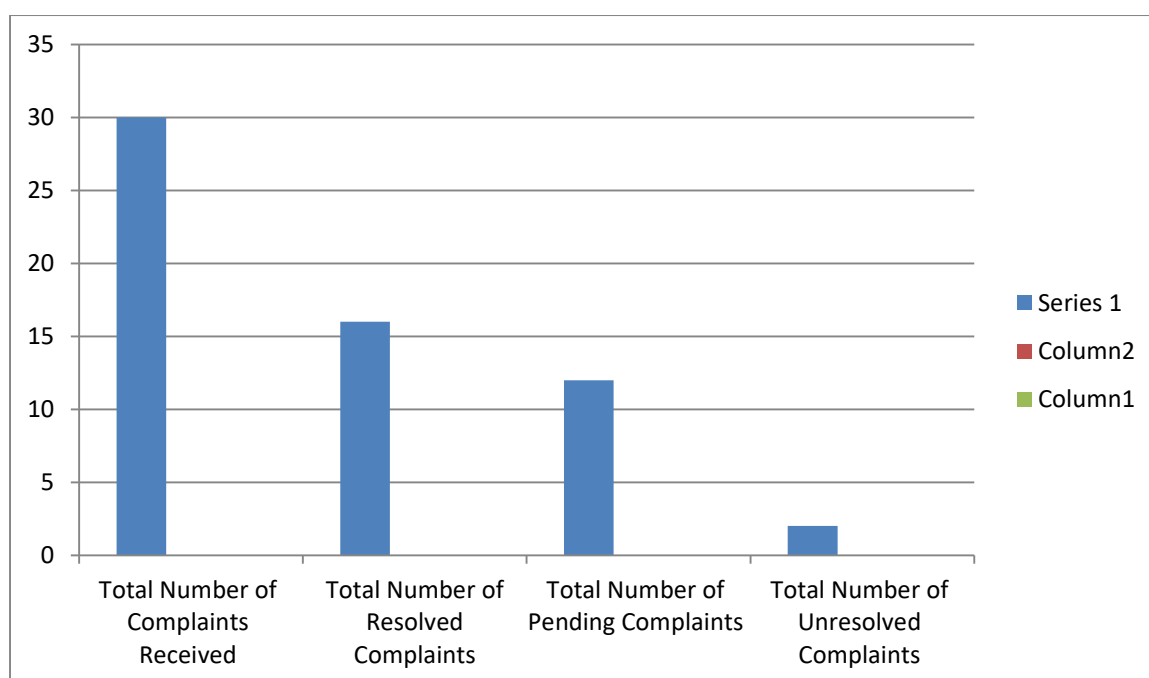
Government delivers services to its citizenry through the Ministries, Departments and Agencies (MDAs) in order to make life more meaningful and improve on their well-being. However, customers' complaint seems inevitable in these establishments of government. MDAs provide services which are perceived in different ways by various people. The increase in people's expectation of the services, which may not always be compatible with the services they receive, leads to their dissatisfaction and complaint. Although the customers frankly express their dissatisfaction, they are willing to give a chance to the management for accountability so that the dissatisfaction would decrease and they would be encouraged to repeat transactions

Although customer complaint is an inseparable part of the MDAs, it gives the service providers a chance to alleviate their faults and to draw the customers to their offices in the future as well. The complaints which are not directly forwarded to the MDAs will have a number of consequences. In such a case, the MDAs will miss the chance of correcting its mistakes, and therefore, will lose its focus on satisfying the needs of their customers. The following analysis gives the description of total number of complaints received by SERVICOM Office in 2023, various categories of complaints, the number of complaints resolved, and number of complaint awaiting attention. The table below shows summary of complaints received in 2023

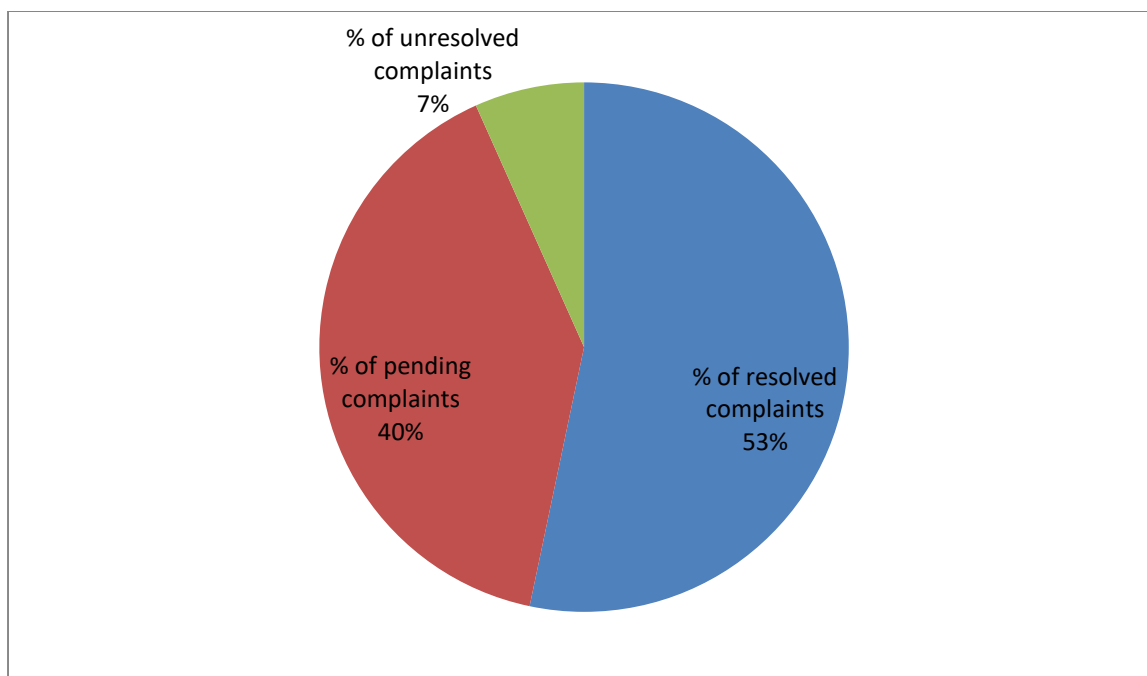
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Table 1.4. Status of complaints received

Number of resolved complaints	16	53.3%
Number of pending complaints	12	40%
Number of unresolved complaints	2	6.7%
Total No. of Complaints received	30	

Fig 1.5 Graphical representation of complaints received in 2023**Table 1.5. Summary in percentage of complaints resolved, pending and unresolved**

% of resolved complaints	% of pending complaints	% of unresolved complaints
53.3%	40%	6.7%



From the figure above, 53.3% of the complaints was resolved, 40% of the complaints was pending or awaiting resolution, while 6.7% was unresolved.

SERVICOM Complaint Management System

The SERVICOM has put complaint management system in every MDA to address complaints resulting from service failures. The system has enabled SERVICOM capture the interest of the complainants, presents solutions, reports progress/informs on steps taken in addressing their complaints. This aims to integrate the customer into the service delivery process and systems. The complaints management system also provides customers with convenient access/channels to voice out complaints and give feedbacks. The main issues around complaints when received are accessibility and responsiveness. Complaining customers are primarily concerned about whether their complaints are being processed in an appropriate and fair manner. Perception of an open and responsive MDA willing to present satisfactory solutions to a complaint issue is critically important. Effective complaints management system therefore involves accessible professional processes and are characterized by sensitivity to customer viewpoints.

3.1.3. Presentation of SERVICOM Compliance Evaluation (SCE) report

Within the year under review, the unit coordinated the official presentation of SERVICOM Compliance Evaluation Reports to the Managements of National Examination Council (NECO), Corporate Affairs Commission (CAC) and Federal Inland Revenue Service (FIRS) respectively. During these presentation meetings, service improvement strategies were discussed to bridge identified service gaps in evaluated service windows.



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3.1.4. Evaluation of MDAs Service Charter

Service Charter is a promissory document that contains standards and service delivery provisions which are made available to both the service providers and the customers. To ensure that the service charters conform to SERVICOM Standards, reviews were made in the Service Charters of most MDAs, this provision was put in place to enable customers understand the standards used by the various MDAs in rendering services, appreciable updates and guidelines on how to develop workable service charter. The following service charters were evaluated in 2023: Central Bank of Nigeria, Aviation, FMBN, Federal Ministry of Budget and National Planning, NCAA, Centre for satellite technology development, Border Communities Development Agency (BCDA), NCCE, National Agency for the Great Green wall, National Salaries, Income and Wages Commission

3.1.5. Ministerial SERVICOM Committees meetings

The Unit facilitated and attended monthly/quarterly Ministerial SERVICOM Committee (MSC) meetings of the MDAs, where issues affecting service delivery and better ways of relating with customers in the MDAs are discussed. The meetings also were held with a view to sharing knowledge, sharing experiences and best practices on service delivery as it affects all the MDA's. The MDAs that held the meetings were as follows: NHIA, Federal Ministry of Health, NHIA, Power, NEMSA, NERC, FIRS, Mines & Steel, Budget & National Planning, NCAA, NDIC, FIRS, Mines & Steel, POWER, NERC, NDIC, FIRS, Mines & Steel, Power, NERC, Mines & Steel, State House, Federal Ministry of Environment, National Agency for the Great Green Wall (NAGGW), OSGF Federal Ministry of Education, OSGF, NUC, Ministry of Environment, Federal Ministry of Education, NITDA, NBS, PENCOM, Ministry of Petroleum, OHCS, Federal Ministry of science, technology and innovation, NAICOM, Federal Ministry of science, technology and innovation

3.1.6 Induction of new Nodal Officers

The Operation Units carried out the induction of new Nodal Officers to enable them fully understand the concept of SERVICOM in MDAs and their roles and responsibilities in MSUs. The staffs of the following MDAs were inducted; NELMCO, Ministry of Foreign Affairs, NCCE, NDDC, TETFund, State House, NBS, Nigeria Correctional Service, NIMC, PENCOM, NUPRC, Ministry of Petroleum Resource

3.1.7. Supervise Resource Centre interactions

The Operations Unit coordinated the weekly Resource Centre Interactions of MDAs. The session requires in-depth interaction between the SERVICOM Office and the MSU representative for the purposes of examining progress made at driving the Initiative in the MDAs. Important information such as MDAs Service Charter, service profiles of MDAs are regularly updated. SERVICOM-in-Action stories and other activities that concerns the MDAs on SERVICOM are also discussed

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3.1.8. Courtesy/Advocacy visits to Ministers/CEOs

- In order to familiarize the newly appointed Ministers and Permanent Secretaries with the SERVICOM concept and secure their support for the work of MSUs, the National Coordinator and Chief Executive Officer embarked on Courtesy/ advocacy visits to Honorable Ministers and Chief Executive Officers of some MDAs on SERVICOM Protocol List. The Operations Unit facilitated these visits, which turned out to be very useful and rewarding. MDAs visited during the period include the following: Federal Ministry of Science, Technology, NDPB, Ministry of Environment (Great Green World), Federal Road Safety Corps, NCCE, NUPRC, National, Salaries Income and Wages Commission

3.1.9 Evaluation of Ministerial SERVICOM Units (MSU)

There are one hundred and five (105) Ministries, Departments and Agencies on the protocol list of Operation Unit. To ascertain the functionality of these MDAs, Operations Unit carried out evaluation with the objectives of assessing their status, effectiveness and overall functionality of the Ministerial SERVICOM Units (MSU in driving the Service Delivery Initiative in MDAs. Some of the findings from the evaluation include non-sensitisation of staff members on values of service delivery, lack of directional signs in and around office complexes. However, recommendations to the findings were forwarded to the management of these MDAs for implementation.





Display of phone numbers and social media handles at the Federal Ministry of Science & Technology

3.1.10 Sensitization/Workshops for MDAs

Sensitization workshops for MDAs were carried out to ensure that staffs are better informed of the functionality of the Reforms, Coordination and Service Improvement Departments in adherence to SERVICOM Principles. For example, sensitization exercise carried in the following MDAs has led to improved skills, enhanced the knowledge and attitude of staff for effective service delivery. The following MDAs were included in 2023 sensitization exercise: Ministry of Police Affairs, PTAD, NDIC, MMSD, SDGs, Federal Ministry of Special Duties and Inter-Governmental Affairs, JAMB, Federal Ministry of Environment, State House, Ministry of Women Affairs, DTCA, UBEC, FRSC, NUC, INEC, NBC, NHIA, Nigeria Communications Commission, Nigerian Immigration Service, NITDA, NIMC, Ministry of Petroleum Resources, OHCSF, Ministry of Petroleum Resources, Ministry of Transportation

3.1.11 Assessment of Joint Admission & Matriculation Examination (UTME) Centres:

The Office in conjunction with Joint Admission & Matriculation Board (JAMB) observed compliance in registration and examination process of UTME in selected schools in Abuja and some States in the Federation to ensure the process is transparent and conducive for applicants. The JAMB Registrar commended the tenacity displayed by SERVICOM staff who participated in the exercise

A checklist was used to guide the monitoring and to ensure that key service delivery priorities were captured reflecting the six (6) dimensions of the SERVICOM Index. In addition to the checklist, a one-page questionnaire was used to measure the experience of

candidates during the exams. Details of our findings and recommendations are contained in a report which was forwarded to the management of JAMB

The SERVICOM Index consists of six (6) dimensions and weighted as follows:

- | | |
|---------------------------------|-----|
| 1. Policy Commitment | 10% |
| 2. Service Delivery | 25% |
| 3. Customer | 20% |
| 4. Organizational Effectiveness | 20% |
| 5. Accountability | 15% |
| 6. Innovation | 10% |

Eight (8) JAMB CBT Centres were selected for monitoring. Eight (8) SERVICOM Compliance Officers were assigned to different Centres to carry out the monitoring exercise. During the monitoring, the officers interacted with the CBT Administrators and their staff, JAMB supervisors as well as candidates. Observations were also made on the environment and the general conduct of the exams from entry to exit.

Table 1.7 SELECTED JAMB REGISTRATION CENTRES AND LOCATIONS

SN	NAME	CENTRE NAME	STATE
1	Mrs. Jummai Abdullahi	Skill Path International Academy Karu Site	FCT
2.	MRS. Ngozi Akinbodewa	Adelola International School, opposite army veteran plaza Kubwa, Abuja	FCT
3.	Mrs. Henrieta Okokon	Zinaria International School Mararaba Abuja Keffi Express way opposite Monaco Mall Karu local Government	Nassarawa
4.	Mrs. Kikelomo Aina	Federal University Utuoke	Bayelsa
5.	Mr. Oyelude Nurudeen Shittu	Niger Delta University, New Site Ammassoma	Bayelsa
6.	Mrs. Lucy Zach-Ukoh	National Open University (NOUN) Nike Lake Road Enugu	Enugu
7.	Mr. Lawal Kehinde	JAMB professional Test Centre Kogo, Bwari- Abuja	Fct
8.	Mr. Sesugh Duruba	Beeps Technology Limited, I9 Obudu street Igoli, Ogoja	Cross River

3.1.12 MDAs Work Plan

Ministries Departments and Agencies of government submitted their work plans for the year under review and these work plans were closely monitored by SERVICOM for soldiers and focused on enhanced service delivery to service takers. The work plans enable SERVICOM office track the activities of the MDAs to ensure that the programs were carried out as scheduled.

ADMINISTRATION UNIT

1 ACTIVITIES OF THE ADMINISTRATION UNIT IN YEAR 2023

1.1 INTRODUCTION

The Administration Unit was set up to coordinate the human and non-human resources in the Office for the attainment of the objectives of the Office. This report highlights the activities of the Unit in the Year 2023.

2.0 FACILITATION OF MANAGEMENT AND NODAL OFFICERS

a) Management Meeting

The Management Committee of the Office headed by the National Coordinator as the Chairperson has all Heads of Units and Team Leaders as members. The Committee met monthly to deliberate on issues that would move the Service Delivery Initiative forward and also on staff welfare matters.

b) Nodal Officers' Meeting

The Office held quarterly meetings with all Nodal Officers on its protocol list to exchange information on service delivery best practices as well as updating members on progress made in implementing SERVICOM. It was also a forum to enable Nodal Officers showcase the impact SERVICOM has had on service delivery in their various MDAs in such a way that 'before' and 'after' scenarios can be compared, validated and documented for public awareness purposes.

SERVICOM Office held meeting with Nodal officers four (4) times in the year 2023.

(3.0) ANNUAL END OF YEAR EVENTS

A) Council of Nodal Officers' End of Year and Award/ Meeting

The Office organized an end-of-year programme for her stakeholders and Nodal Officers on 19th December, 2023. The programme provided a platform to:

- appreciate the efforts of the Nodal Officers;
- collectively reflect on and address all issues which hindered the effectiveness of the MSUs;
- come up with actions to tackle these challenges for better results next year;
- present Gifts and plaques to deserving Nodal Officers;
- for stocktaking and experience sharing between SERVICOM, her partners and stakeholders; and
- celebrate SERVICOM friends and champions, to raise and praise those

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individuals and organizations whose contributions are instrumental to continued achievement of the objectives of Government's Service Delivery Initiative.

AWARDS FOR NODAL OFFICERS/MSUs

TEAM A SELECTION FOR 2023 MDAs AWARDS

1. Best Performing Ministerial SERVICOM Unit, Team A- Fed Min. of Works.
2. 2nd Best Performing Ministerial SERVICOM Unit, Team A- Min. of Defence.
3. Best Performing Parastatal SERVICOM Unit, Team A- National Health Insurance Authority
4. 2nd Best Performing Parastatal SERVICOM Unit, Team A- Industrial Training Fund.
5. 3rd Best Performing Parastatal SERVICOM Unit, Team A- Corporate Affairs Commission.
6. Best Nodal Officer, Team A National Health Insurance Authority, Abdulsalam Omar (Mr)
7. 2nd Best Nodal Officer, Team A- Industrial Training Fund, Mrs. Rita Mgbemene
8. 3rd Best Nodal Officer, Team A- Bureau Public Enterprise, Mrs. Chidi Uzoma Ibeh.
9. Most improved Ministerial SERVICOM Unit, Team A- Fed Min. of Health
10. Most improved Parastatal SERVICOM Unit, Team A – National Emergency Management Agency
11. Most Innovative Ministerial SERVICOM Unit, Team A – Ministry of Works.
12. Most Innovative Parastatal SERVICOM Unit, Team A – Corporate affairs Commission

TEAM B SELECTION FOR 2023 MDAs AWARDS

1. Best Performing Ministerial SERVICOM Unit, Team B- Fed Min. of Science and Technology
2. 2nd Best Performing Ministerial SERVICOM Unit, Team B- Fed. Min. of Labour and Employment
3. 3rd Best Performing Ministerial SERVICOM Unit, Team B- Federal Ministry of Petroleum Resources.
4. Overall Best Performing Parastatal SERVICOM Unit, Team B- National Information Technology Development Agency.
5. Best Performing Parastatal SERVICOM Unit, Team B- National Information Technology Development Agency.
6. 2nd Best Performing Parastatal SERVICOM Unit, Team B- Nigerian Television Authority.
7. 3rd Best Performing Parastatal SERVICOM Unit, Team B- National Identity Commission
8. Overall Best Nodal Officer; Team B- 15. NITDA, MrsTari Ndoni
9. Best Nodal Officer; Team B- NITDA,,MrsTari Ndoni
10. 2nd Best Nodal Officer, Team B FCSC, Mrs. Nwodo Remi Rebecca
11. 3rd Best Nodal Officer, Team B NCC, Mr Bashir Bello.
12. Most improved Ministerial SERVICOM Unit, Team B- FCSC
13. Most improved Parastatal SERVICOM Unit, Team B – NIMC
14. Most Innovative Ministeria ISERVICOM Unit, Team B – Federal Ministry of

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Labour and Employment

15. Most Innovative ParastatalSERVICOM Unit, Team B – Nigerian Content Development and Monitoring Board

TEAM C SELECTION FOR 2023 MDAs AWARDS

1. Best Performing Ministerial SERVICOM Unit, Team C- Fed Min. of Environment.
2. 2nd Best Performing Ministerial SERVICOM Unit, Team C- Fed. Min. of Agriculture and Food Security.
3. 3rd Best Performing Ministerial SERVICOM Unit, Team C- Federal Ministry of Education.
4. Best Performing Parastatal SERVICOM Unit, Team C- Joint Admission and Matriculation Board
5. 2nd Best Performing Parastatal SERVICOM Unit, Team C- Economic and Financial Crime Commission.
6. 3rd Best Performing Parastatal SERVICOM Unit, Team C- Federal Road Safety Commission.
7. Best Nodal Officer; Team C- JAMB, Mrs. Ngozi Egbuna
8. 2nd Best Nodal Officer, Team C EFCC, Mrs. Mary Cole
9. 3rd Best Nodal Officer, Team C Fed. Ministry of Environment, Mr. Sunday Ogunkunle
10. Most improved Ministerial SERVICOM Unit, Team C- Fed. Ministry of Agriculture and Food Security.
11. Most improved Parastatal SERVICOM Unit, Team C – National Teachers Institute.
12. Most Innovative Ministerial SERVICOM Unit, Team C – Federal Ministry of Justice.
13. Most Innovative Parastatal SERVICOM Unit, Team C – State House.

TEAM D SELECTION FOR 2023 MDAS AWARD

- 1.. Overall Best Performing Ministerial SERVICOM Unit, Team D- Min. of Mines and Steel Development.
2. Best Performing Ministerial SERVICOM Unit, Team D- Min. of Mines and Steel Development.
3. 2nd Best Performing Ministerial SERVICOM Unit, Team D- Min. of Police Affairs.
4. 3rd Best Performing Ministerial SERVICOM Unit, Team D- Federal Ministry of Power.
5. Best Performing Parastatal SERVICOM Unit, Team D- Nigeria Electricity Regulatory Commission.
6. 2nd Best Performing Parastatal SERVICOM Unit, Team D – Federal Mortgage Bank of Nigeria.
7. 3rd Best Performing Parastatal SERVICOM Unit, Team D- Nigerian Electricity Management Services Agency.
8. Overall Best Nodal Officer; Team D- (Ministry) MMSD, Mrs .Osiagwu O.

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Olubunmi.

9. Best Nodal Officer; Team D- NERC, Dr. Shittu H. Shaibu
10. 2nd Best Nodal Officer, Team D MMSD, Mrs.Osiagwu O.Olubunmi
11. 3rd Best Nodal Officer, Team D FIRS, Ms.Ozavize Winful (mni)
12. Most improved Ministerial SERVICOM Unit, Team D- Federal Capital Territory Administration.
13. Most improved Parastatal SERVICOM Unit, Team D – Nigeria Civil Aviation Authority.
14. Most Innovative Ministerial SERVICOM Unit, Team D – Ministry of Mines and Steel Development.
15. Most Innovative Parastatal SERVICOM Unit, Team D – Pension Transitional Arrangement Directorate.

CATEGORY OF BEST SUPPORTIVE CHIEF EXECUTIVE OFFICERS

1. THE EXECUTIVE SECRETARY (NCDMB)
2. DIRECTOR-GENERAL (NITDA)
3. COMMISSION CHIEF EXECUTIVE (NUPRC)
4. COMMISSIONER FOR INSURANCE (NAICOM)
5. POSTMASTER GENERAL (NIPOST)
6. MANAGING DIRECTOR/CEO (FMBN)
7. EXECUTIVE SECRETARY (PTAD)
8. MANAGING DIRECTOR/CEO (NEMSA)
9. THE GOVERNOR (CBN)
10. EXECUTIVE CHAIRMAN (FIRS)
11. DIRECTOR- GENERAL (NHIA)
12. DIRECTOR- GENERAL (ITF)
13. DIRECTOR-GENERAL (BPE)
14. DIRECTOR-GENERAL (NEMA)
15. DIRECTOR-GENERAL (NYSC)
16. THE REGISTRAR (JAMB)
17. EXECUTIVE SECRETARY (TETFUND)
18. PERMANENT SECRETARY (STATE HOUSE)
19. DIRECTOR- GENERAL/CHIEF EXECUTIVE (NTI)
20. The HONOURABLE MINISTER (FED. MINISTRY OF ENVIRONMENT).

(B) AWARD FOR OUTSTANDING STAFF

The Office also recognized and appreciated some of its staff who were outstanding within the year as follows:

S/N	CATEGORY	NAME
1.	OVERALL BEST PERFORMING STAFF	MRS KIKELOMO AINA
2.	BEST PERFORMING STAFF (TEAM A)	MISS REBECCA ABBAH
3.	BEST PERFORMING STAFF (TEAM B)	MR MFON INIUNAM
4.	BEST PERFORMING STAFF (TEAM C)	MRS EBERE IGWILO
5.	BEST PERFORMING STAFF (TEAM D)	MR TONY OCHELEBE
6.	BEST PERFORMING STAFF(PUBLIC AWARENESS)	MR EMMA UTUTAH
7	BEST PERFORMING STAFF (OPERATIONS)	MR. MFON INIUNAM
8.	BEST PERFORMING ACCOUNTS STAFF	MRS FUNMILAYO OLADIMEJI
9.	BEST PERFORMING STAFF (INTERNAL AUDIT)	MRS FAITH OLADIPO
10..	BEST PERFORMING SI STAFF	MR CLEMENT DOGARA
11.	BEST PERFORMING ADMIN. STAFF	MRS CHINYERE NWABUA
12.	BESTPERFORMING STAFF (THE NATIONAL COORDINATOR'S OFFICE)	MR DANLADI MAKU
13.	OVERALL BEST SUPPORT STAFF	MR ISAIAH KAURA
14.	SERVICOM DRIVERS	MR THANKGOD NWACHUKWU MR SAMSON DANABUYI MR GAMBO YUNUSA MR MUSA MOHAMMED
15.	SERVICOM DISPATCH RIDERS	MR EMOS OBINNA MR PAUL TUKU
16.	CLERICAL STAFF	MRS NNEOMA MFON ISAH ABDULAH
17.	SERVICOM CLEANERS	MR OLIVER VITALIS MRS CHRISTIANA ANENE MRS AYISA ATTA MRS STELLA OGUJIOFOR
18.	POSTED OUT STAFF	MRS EME MICHEAL C. MRS JUMMAI ABDULAH
19.	SERVICOM HEAD OF UNITS	MR OSHIN ANTHONY (HEAD OF ACCOUNTS) MRS HELEN LAWAL (HEAD OF ADMIN) MRS AKINBODEWA NGOZI (HEAD OF PROCUREMENT) MRS HENRIETA OKONKOH (HEAD OF PAU) MRS FAITH OLADIPO (HEAD OF AUDIT)

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4.0 STAFF DEPLOYMENT

Within the period under review, two Deputy Directors were posted out from SERVICOM Office, one by the Head of Civil Service of the Federation while the other was redeployed by the Office of the Secretary to the Government of the Federation. In addition, one Deputy Director was posted to SERVICOM Office from Ministry of Police Affairs.

PUBLIC AWARENESS UNIT

INTRODUCTION

The Public Awareness Unit is responsible for creating and sustaining awareness among members of the public and stakeholders, on the progress of the Federal Government's Service Delivery Initiative and also to give media support to SERVICOM in realizing its mandate. This is against the backdrop of the realization that awareness would create the knowledge needed for behavioral change among government workers and the citizen, which would further entrench service delivery in Ministries, Departments and Agencies (MDAs).

ACHIEVEMENTS OF THE UNIT

SERVICOM ENGAGED IN SEVERAL PUBLIC ENLIGHTENMENT RADIO PROGRAMMES AND INTERVIEWS:

- **SERVICOM- Help Desk Radio Programme in Brekete Family Programme,**
The SERVICOM- Help Desk Radio Programme is transmitted every Tuesday on the Human Rights Radio Abuja FM 101.1 during a popular Reality Radio and TV Talk Magazine Programme "Brekete Family" from 7:30am - 10:00am. Its objective includes to provide a constant help desk for service takers, to enlighten the general public on the processes of seeking redress on service delivery complaints through SERVICOM and to hold public officers accountable through the voice of the people. SERVICOM featured on the flagship programme for 52 Episodes throughout the year in review.

SERVICOM has been touching lives and bringing urgent succor to Nigerians through the Radio Programme. In fact the programme is fast becoming a household name as more citizens are able to engage with service –givers which has improved trust in the service delivery process in the country. This has enhanced the level of connectedness between service providers and service- takers.

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Complaints have been satisfactorily redressed through the Radio Programme. (Highlights of the episodes of the programme can be accessed on the SERVICOM website www.servicom.gov.ng).



SERVICOM COMMENDS THE NIGERIAN PETROLEUM REGULATORY COMMISSION AT HER SERVICE CHARTER LAUNCH

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The National Coordinator made it open to all Directors, Nodal Officers, Stakeholders and Partners to be featuring on our Flagship Radio Programmes in order to bring massive sensitization from different MDA's to Nigerians and also to improve and promote effective service delivery and to ensure that SERVICOM's mandates are achieved



RECEIVING OF CALLS

The Public Awareness Unit receives phone calls from citizens across the Nation bordering on their experience of service failure. The Unit received a total of **383** calls from complainant and were all attended to by asking them to either write to the office or inform them of the next step to take in resolving their complaint

Year 2023 CUSTOMER SERVICE WEEK

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The Public Awareness Unit during year 2023 International Customer Service Week created enlightenment and publicity throughout the duration of the week. However, the Office encouraged MDAs to celebrate their staff who performed well in the year under review while the SERVICOM Office gave them technical support during the celebrations.

ADVOCACY/COURTESY VISIT'S:

The Awareness Unit with Operation Unit go to various MDA's to sensitise and the buy of the CEO's of such MDA to prioritise effective delivery and make customers/citizens get the services they deserve in a time,fair, efficient ,transparent and honest manner. This has in no small measure increased the functionality of many MDA's visited.



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AVOCACY VISIT TO FEDERAL CHARACTER COMMISSION

PRESS RELEASES/ COVERAGE

The Public Awareness Unit issued several press releases through various media platforms to sensitize and enlighten the public on the activities and programmes of SERVICOM.

Furthermore, coverage and report of SERVICOM's activities were sustained by the Unit, Some of the events the Unit facilitated were:

- ✓ Presentation of Evaluation Report to Ministry of Education.
- ✓ Advocacy Visit to FCC.
- ✓ Covered NBTI Charter Launch.
- ✓ Covered SERVICOM Staff Retreat.
- Covering of Courtesy Visit/ Introduction of New Nodal Officer by NIS.
- Covering of NBS psu Inauguration.
- Covered Advocacy visit to NAGGW.
- Nodal Officers Retreat.
- Covered Advocacy Visit to New FRSC Corps Marshal.
- Covered Award ceremony at Agricultural Research Centre.
- Covered Advocacy Visit to Ministry of Science and Tech.
- Tracked NECO Appearance on Human Right Radio to know if there issues concerning SERVICOM to handle or respond to.
- Covering of N.C Humanitarian Activity to Kuje Prison and Orphanage Home in Gwagwalada.
- Covering of Nodal Officers first Breakfast meeting.
- Covered service improvement planning workshop for Nipost.
- Covered Inauguration/ Charter Launch at NERC.
- Covered Service Award Ceremony at Ministry of Justice.
- distribution of Letters for Forum of Public Relations Officers in MDA's event.
- Covering of FHA New Nodal Officer/Team induction.
- Covered Presentation of Evaluation Report to CAC.
- Covered NIMC 2 officers induction pic with N.C.
- Covered NITDA Charter Launch.
-
- Covered Advocacy visit to Citizenship and Leadership Training Centre.
- Covered Presentation of Evaluation Report to FIRS
- Covered Ministry of Humanitarian Affairs Charter Lunch
- Covered New Nodal officers Training.
- Covered Stakeholders Forum for Public Relations Officers in MDA's
- Covered NBS one day Management and Stakeholders meeting
- Covered Advocacy visit to Revenue Mobilisation Allocation and Fiscal Commission
- Covered Advocacy visit to NCCE.
- Covered N.C during the presentation of briefs of MDA's to SGF
- Covered Inauguration of SERVICOM Unit at National Assembly Service Commission.
- Covered CAC Charter Launch.

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- Covering of Second Quarter Breakfast meeting of Nodal Officers
- Covered NEMA Charter launch

-

Covering of BPP Charter Lunch.

- Covered NITDA Customer Service Week.
- Covered NERC Customer Service Week.

-

Covering of 3rd QUATER Nodal Officers Quarterly Breakfast meeting..

- Covered JAMB Customer Service Week Celebration

-

AVOCACY VISIT TO NIPOST.

Advocacy visit to Nigerian Police Trust Fund.

Covered FMBN PSC Inauguration.

Checking and printing of mails.

Covering of OGP Nap 3 inauguration

for End of the Year Awards/Meeting.

BREAKFAST MEETINGS:

The unit covered the quarterly breakfast meetings were MDA's supervised by the Teams comes to make presentation to the SERVICOM office on how they have carried out there service delivery process and how it actually benefit the customers/citizens.

The Public Awareness Unit of the SERVICOM Office has played a vital role in publicising the activity of the office from it inception, this has created awareness on the damaging effect of service failure and has giving citizens the courage to challenge service failure any time,any day and anywhere they experience service failure to stand and challenge it. With the help of this campaign, a lot of citizens can now stand up for their right by complaining about the unpleasant service and seek redress.



THE NATIONAL COORDINATOR WITH BPE NODAL OFFICER DURING THE COUNCIL'S QUATERLY BREAKFAST MEETING

MAINTAINANCE OF SERVICOM ICT PLATFORM AND SOCIAL MEDIA HANDLES

The Information and Communication Technology (ICT) Platform is one of SERVICOM's strategic windows for getting spontaneous feedback that would allow for speedy intervention when government services fail to meet citizens' expectations. The following are SERVICOM's Social Media Handles.

- a. Website: www.servicom.gov.ng
- b. Facebook: www.facebook.com/servicomng
- c. Twitter: @servicomoffice
- d. Instagram: Servicom_officialpage
- e. Email: info@servicom.gov.ng

To foster a robust interaction between service givers and service takers, the improvements on SERVICOM Social Media handles were sustained and made more interactive especially the Facebook handle which has now grown to 7,430, facebook followers at the end of 2023.

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The SERVICOM website which is constantly updated has now become a rich resource-base for useful information, data and research for the public with the aim of promoting public discourse on service delivery as a catalyst for improved customer focused service delivery and Service Improvement.

The unit sent out press releases to different Media organization to further publicize the activities of the office thereby informing the citizens of the activities of the office and having a better knowledge of how to challenge service failure anywhere and anything.

PRESENTATION OF EVALUATION REPORT:

The unit covered the presentation of 4 evaluation reports to MDA's which include Ministry of Education, CAC, FIRS and Presentation of Brief by MDA's to SGF. And invited various print and electronic Media to cover and publicize it for Nigerians to know.

Help Desk Radio Programme.:

In line with strengthening the awareness drive of the office by enlightening citizens on their right to challenge service failure, the SERVICOM Office made **52** appearances the reality Radio and Television Flagship programme. SERVICOM office has featured many MDA's which has tripled their customer base and increased the functionality of their MSUs.

DISTRIBUTION OF NEWSPAPERS:

The Awareness Unit distribute Newspapers to various Team Heads in the SERVICOM office, this is to keep abreast of the happens in the country and help them make informed decisions when the Need Arises.

SOCIAL MEDIA:

The Awareness Unit also manages the social media of the office through which we disseminate information to the citizens and also receive feedbacks, complaints and commendations and appreciations, this handles includes our website.

www.servicom.gov.ng, **E-mail:** info@servicom.gov.ng, [Facebook](#), [X Handle](#) ,[Instagram](#).

CONCLUSION

The Public Awareness Unit has in the last one year recorded notable achievements in enhancing citizens' awareness of their right to quality service, sensitization and educating MDAs on the importance of quality service.

ACCOUNTS DEPARTMENT

V. Accounts Unit

The Accounts Department is a service department in the SERVICOM Office. It facilitates the actualization of the programmes and activities of the SERVICOM Office for implementation by the key departments and units. The Department receives and pays as well as renders return as appropriate.

ACTIVITIES WITHIN THE YEAR UNDER REVIEW

- Received and made paymentst on routine basis of approved items of revenue and expenditure.
- Maintained record of receipts and payments of SERVICOM finances.
- Rendered returns on finances to Management and other appropriate authorities,

The department will facilitate the preparation and defending the SERVICOM Office annual budget and follows up the funding of its activities and programmes

INTRODUCTION 1.1

The performance of the SERVICOM office year 2023 appropriation is as show below;

- a. Overhead cost: In the year under sum of ~~N~~83,426,297 was appropriated to SERVICOM office as overhead cost. A total sum of ~~N~~69,521,914.24 has been released as at December 2023 representing 83% of the appropriated sum, the sum of ~~N~~69,519,862.17 was utilize leaving a balance of ~~N~~2,052.03

EXECUTIVE SUMMARY OF YEAR 2023 ANNUAL REPORT

S/N	PROJECTS	2023 APPROPRIATION (₦)	AMOUNT RELEASED (₦)	AMOUNT EXPENDED (₦)	% PERFORMANCE BASED ON APPROPRIATION	% PERFORMANCE BASED ON RELEASED
1	CAPITAL	30,006,461	30,006,461	30,006,461	100%	100%
2	CONSTITUENCY PROJECT	172,133,272	171,379,416	171,379,416	100%	99.5%
3	OVERHEAD	83,426,297	69,521,914.2	69,519,862.17	83.5%	99.9%
TOTAL		285,566,030	270,907,791	270,905,739.17	100%	97%

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SERVICOM OFFICE

BREAKDOWN OF 2023 CAPITAL BUDGET PERFORMANCE

S/N	PROJECTS	2021 APPROPRIATION (₦)	AMOUNT RELEASED (₦)	AMOUNT EXPENDED (₦)	% PERFORMANCE BASED ON APPROPRIATION
1.	MONITORING AND EVALUATION	20,000,164	20,000,164	20,000,164	100%
2.	RESEARCH AND DEVELOPMENT	10,006,297	10,006,297	10,006,297	100%
TOTAL		30,006,461	30,006,461	30,006,461	100%

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SERVICOM OFFICE
BREAKDOWN OF 2023 CONSTITUENCY PROJECT PERFORMANCE

S/N	PROJECTS	2021 APPROPRIATION (₦)	AMOUNT RELEASED (₦)	AMOUNT EXPENDED (₦)	% PERFORMANCE BASED ON APPROPRIATION
1.	IMPROVING ORGANISATION SERVICE DELIVERY PERFORMANCE – THE BALANCED SCORE CARD (TRAINING) IN JOS, PLATEAU STATE	28,582,642	28,582,642	28,582,642	100%
2.	CAPACITY BUILDING/TRANING PROGRAMME ON CUSTOMER SERVICE FOR FRONTLINE STAFF OF SELECTED HOSPITALS IN BENUE SOUTH SENATORIAL DISTRICT	28,582,642	28,582,642	28,582,642	100%
3.	TRAINING THE TRAINER OF HEADS OF SELECTED SCHOOLS ON SUSTAINED SERVICE IMPROVEMENT IN IDENTIFIED SCHOOLS IN BENUE SOUTH SENATORIAL DISTRICT	26,196,897	26,196,897	26,196,897	100%
4.	PROVISION OF GENERATING SETS FOR SMALL BUSINESS OWNERS IN EGBADE LOCAL GOVERNMENT AREA OYO STATE	88,771,091	88,017,235	88,017,235	99.5%

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TOTAL	172,133,272	172,382,416	172,382,416	99.5%
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SERVICOM INSTITUTE

INTRODUCTION

The SERVICOM Institute was established in September 2006 as an arm of the SERVICOM office to enhance the capacity of public institutions to deliver service excellence through the design and delivery of tailor-made training programmes for public servants and representatives of user groups. These training programmes are targeted at enhancing the skills, knowledge and attitudes of public servants as way to mainstream the basic concepts of service delivery in the public service. The institute was created to address a gap in existing public service training provision.

Mandate of the Institute

The institute commenced its training activities in January 2007 with the following core mandate:

1. To ensure staff from all Ministerial SERVICOM Units (MSUs) are trained to fulfill their role in implementing SERVICOM's mission.
2. To mainstream training on service delivery principles into the existing curricula of all government training institutions
3. To establish the SERVICOM Institute as the leading provider of knowledge management, research, training and communication materials on service delivery
4. To support the implementation of all SERVICOM pilot service delivery improvement projects with necessary and appropriate training.

2023 TRAINING CALENDAR

The Institute's 2023 training schedule was prepared by the faculty and approved by the National Coordinator in December 2022. It was circulated to Ministries, Departments and Agencies (MDAs) during the end of year meeting and award ceremony. The training programmes planned for the year are as follows:

S/N	Programme/Course	Date	Location
1.	Public Sector Service Excellence	27 – 29 March 2023	Nassarawa (Akwanga)
2.	Service Charter Performance Monitoring & Reporting	17 – 19 April 2023	Abuja
3.	Result Based Monitoring & Evaluation	5 – 7 June. 2023	Uyo
4.	Improving Organisational Performance	7 – 9 August 2023	Owerri
5.	Customer Experience Management	23 – 25 October 2023	Enugu
6.	Service Exchange Programme	November/December	

WORKSHOPS AND PROGRAMMES IMPLEMENTED IN YEAR 2023

Routine workshops and programmes conducted by the SERVICOM Institute with the objective of enhancing capacity for improving service quality and overall customer satisfaction in MDAs are as follows:

A. Service Improvement Planning workshops

Service improvement planning (SIP) workshop is designed for MDAs that have been evaluated using the SERVICOM Index. It supports the development of short, medium and long term solutions based on gaps identified during the compliance evaluation. The overall aim is to improving the quality of services provided by the MDAs. The following SIP workshops were conducted in 2023:

SN	Workshop Title	Date	Location	#Participants
1.	Service Improvement Planning workshop for evaluated NIPOST GPOs	3 rd and 4 th April 2023	Abuja	17
2.	Service Improvement Planning workshops for Unity Schools in 3 locations	23 rd to 27 th October 2023	Kano, Ilorin and Owerri	201
3.	Service Improvement Planning workshop for NECO	1 st and 2 nd November 2023	Minna	126

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B. MSU Capacity Building Workshop for New Nodal Officers

This workshop is designed as an induction programme for newly deployed SERVICOM Nodal, Focal, desk officers and committee members. It is aimed at equipping them with the knowledge, skills and techniques for driving service improvement in their MDAs. Two batches were conducted in year 2023:

SN	Workshop Title	Date	Location	#Participants
1.	Capacity Building Workshop for MSUs Batch 1	24 th – 25 th May 2023	Abuja	36
2.	Capacity Building Workshop for MSUs Batch 2	3 rd – 5 th October 2023	Abuja	32

C. Workshops from year 2023 Calendar

SN	Workshop Title	Date	Location	#Participants
1.	Public Sector Service Excellence (Batch 1)	5 th – 7 th June 2023	Akwanga	61
2.	Public Sector Service Excellence (Batch 2)	4 th – 6 th August 2023	Akwanga	80
3.	Charter Performance Monitoring and Reporting workshop	21 st – 23 rd August 2023	Akwanga	58

D. Customized Workshops

These category of workshops are designed and implemented to meet the specific needs of the requesting MDA, hence they are customized.

SN	Workshop Title	Date	Location	#Participants
1.	Improving Organizational Performance <i>Federal Ministry of Transportation Reforms Department</i>	26 th – 27 th January 2023	Abuja	13
2.	Charter Development, Implementation and Monitoring Workshop for <i>Federal Ministry of Finance MSU</i>	15 th – 17 th March 2023	Abuja	17

CONCLUSION

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Overall, the SERVICOM Institute was active in year 2023, having implemented a total; of 12 workshops/training that drew over 600 participants from over 50 MDAs. Some of the workshops on the 2023 training calendar were not implemented due to poor subscription.

Some Abbreviations used in this report

S/N	Abbreviation	Full meaning
1.	CAC	Corporate Affairs Commission
2.	MSC	Ministerial SERVICOM Committee
3.	MDAs	Ministries, Departments & Agencies
4.	MSUs	Ministerial SERVICOM Units
5.	SCE	SERVICOM Compliance Evaluation
6.	SIP	Service Improvement Program
7.	M&E	Monitoring & Evaluation